

JOB DESCRIPTION

JOB INFORMATION

Title:	Facility Attendant
Classification:	Part -Time Employee - Non-Exempt
Salary Range:	Salary adjustments are determined on an annual basis by the Board of Park Commissioners
Supervisor (s):	Golf Operations Manager and Facility Specialist

JOB SUMMARY

Ensure the public is given prompt courteous service and that procedures are followed for daily operations. Understand procedures for player check-in, player and group requirements, golf car regulations, range operations, range operations, mini links operations, dome operations, GEN Software – Tee Sheet and POS Management.

RESPONSIBILITY/ACCOUNTABILITY

Employee is directly accountable for own actions or inaction. Employee is to take direction from assigned supervisor or person responsible for successful completion of task, or other supervisors within the division.

JOB DUTIES AND TASKS

The following statements are intended to describe the general nature and level of work to be performed by the individual within this classification. They are not to be considered an exhaustive or all-inclusive listing of the position's duties and tasks, as they may change or be adjusted, as situations require.

ESSENTIAL FUNCTIONS

Ability to understand and enforce the rules and regulations set by the Bismarck Park District. Understand, interpret and communicate policies, procedures and accepted standards of parks and recreation facility operation.

Ability to work varied hours to include early mornings, days, and evenings to include weekends and holidays and arriving to work on time and staying until end of shift.

Responsible to understand and follow the standard operating procedures outlined in the employee manual.

Responsible for till count at open, shift change, and closing counts.

Responsible for day to day operations of golf course, driving range (indoor and outdoor or both if present) and retail functions of facility.

Establish and maintain positive and effective working relationships with facility staff, user groups, associations, and individuals.

Assist individuals and groups as needed within the policies and procedures of the Bismarck Park District, representing the Bismarck Park District in a positive manner.

Maintain pertinent equipment and alert supervisor if any equipment is showing issues with proper daily functionality.

Learn customer's name, assist customers in ways that make their experience on the golf course better, anticipate needs, identify trends and be a part of solutions to issues that may arise.

Complete transactions for individuals, make correct change, communicate daily rules clearly and specific instructions to players based on weather, course conditions, and instructions from supervisors and maintenance staff.

Direct outside service staff, players assistants and starters to assist in making essential functions of the operation to move as smoothly as possible during shifts.

Be efficient - help everyone as best as possible within public facility standards.

Keep outside area clean, keep range free from baskets, and pick up all range balls on upper level. Golf balls must be rented from golf shop.

Watch the 1st and 10th tees and alert outside staff when necessary to: pick range balls from tee area – keep upper shelf free of golf balls (Riverwood Only).

Capability to lift and carry objects up to 30 pounds alone or heavier lifting with other employees.

OTHER DUTIES

Ability to prepare written reports, including accident/incident reports and to report problems and repairs to proper person.

Requires a positive attitude and effective cooperation with the many user groups that are partners with the Park District as well as other Bismarck Park District Divisions.

JOB SPECIFICATIONS

Must have minimum understanding of golf course operations, retail experience, and communication skills.

Provide high level customer service to all consumers.

Ability to work well with others. Communicate information, knowledge, and problems to co-workers and supervisors.

Capability to lift and carry objects up to 30 pounds alone or heavier lifting with other employees.

WORKING CONDITIONS

Staff uniforms are required during all shifts. Employee is responsible for personal neatness and attire.

Employee is required to be on time. Absences must receive prior approval of supervisor.

Work is primarily indoors. However, must be able to work in all weather conditions and is subject to frequent interruptions.

EOE

Revised April 2019